CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: FN0080					
Classification Specification: CUSTOMER SERVICE REPRESENTATIVE					
Salary Range: <u>AF 22</u>					
Position Description: Customer Service Specialist					
Incumbent:					
Location: Finance Department - Customer Services Division					

GENERAL PURPOSE:

Under the direction of the Customer Services Supervisor, respond to customer inquiries by providing information and assistance to the public concerning utility bills, L.I.D., business licenses, and accounting activities; perform cashiering duties related to the receipt of permits, fees, bonds, and other monies paid to the City of Kent; record and balance monies received.

Work is characterized by customer service duties and responsibilities requiring substantial interpersonal contact in person or by telephone. Incumbents of this classification are required to use independent judgment in applying thorough knowledge of rules, regulations, policies, and procedures when collecting and accounting for monies received. They are also required to exercise a considerable amount of tact, patience, and courtesy in dealing with the City's public, its clients, citizens, and other personnel. Employees may be subject to verbal abuse from irate or disgruntled customers. Incumbents also perform technical, clerical, and accounting duties related to the receipting, balancing, and record keeping of monies received.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide a full range of customer service activities by interacting with the public in person, by telephone, and through written correspondence.

Resolve or refer customer questions/complaints regarding utility billing services, LID activities, business licensing, cashiering, and related accounting functions.

Responsible for large sums of cash on a daily basis; receive, input, and reconcile payments for accounts receivable, utility billing, utility taxes, business licensing, pre-deposits, and other revenue reimbursements; balance cash drawer and prepare bank deposit daily.

Participate in delinquent utility billing process by handling customer inquiries, making necessary payment arrangements and referrals, preparing mailers, processing turnoffs, etc.

Research and investigate billings and inquiries through computerized billing and/or GEO base systems including, but not limited to, billing adjustments, final bills, water usage, and property owner and other address verification.

Prepare service orders for final bills, field visits, occupant changes, and restarts and stops of utility services.

Receive, sort, and distribute mail; respond to correspondence as necessary.

Organize and maintain utility billing customer filing system.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Research and process returned checks as necessary.

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Cashiering, general record-keeping, and basic accounting principles and practices
- Rates and ordinances applicable to various utilities, public works, and other City services
- Municipal government policies, procedures, structure, applicable local, state and federal laws, codes, regulations, and ordinances
- Correct usage of English grammar, spelling, punctuation, and vocabulary
- Oral and written communications skills

SKILLED IN:

- Operating office equipment such as cash register, ten key, and computer
- Collecting, balancing, and recording monies received
- Performing a wide variety of clerical accounting duties
- Processing transactions accurately and in accordance with the law, City ordinances and policies, and established procedures
- Using effective interpersonal skills to deal with the public in a tactful, patient, and courteous manner even in sometimes hostile situations
- Using proper telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons

ABILITY TO:

- Apply modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheet programs
- Add, subtract, multiply, and divide quickly and accurately; compute rate, ratio, fractions and percent; and draw and interpret graphs and charts

- Effectively organize and express ideas through use of oral and written communications
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records
- Plan and organize work to meet schedules and time lines
- Work independently with little direct supervision
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures related to area of work
- Compose, proofread, and edit general correspondence and reports
- Speak effectively in one-on-one situations and before small groups of customers or employees of the organization
- Solve practical problems and deal with a variety of variables in situations where only limited standardization exists
- Apply common sense understanding to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, general education degree (GED), or equivalent, supplemented

by some college level courses in business and financial record-keeping; and

Experience: Three (3) years of increasingly responsible customer service experience involving

substantial public contact.

Or: In place of the above requirement, the incumbent may possess any combination of

relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed

above.

LICENSES AND OTHER REQUIREMENTS:

Bilingual skills desired

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machines, calculator, projector, typewriter, and cashier.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk and hear. The employee frequently is required to stand, walk, and type on keyboard for extended periods of time. The employee is occasionally required to reach with hands and arms; climb or balance on a step ladder or step stool to retrieve records and supplies; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an office environment with extensive public contact; the employee may be subject to multiple interruptions by phones and interoffice activities. While performing the duties of this job, the employee may be exposed to difficult, irate, or hostile customers. The noise level in the work environment is usually moderate.

SIGNATURE	: 5:			
Incumbent's Signature		Date	Supervisor's Signature	Date
Approval:				
Department	t Director/Designee	Date	Employee Services Director/Designee	Date
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.			

Revised 4/5/2007, 1/23/08